

# news release

Area 9 In-Home & Community Services Agency  
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765-966-1795 or 1-800-458-9345



FOR IMMEDIATE RELEASE

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765-966-1795 or 1-800-458-9345



## 211 CALL CENTER IS NOW A REALITY

Today the 211 service became available to the residents of Fayette, Rush, Union and Wayne Counties. 2-1-1 is a three digit phone number that anyone can dial at no cost to the caller to get information about health and human services. Residents of Fayette, Rush, Union and Wayne Counties will be able to dial 211 and receive information on housing options, employment opportunities, legal aid, food pantries, utility assistance, mental health and addictions counseling, health services, other human service needs and volunteer opportunities such as becoming a foster parent for a child or delivering meals to the frail elderly.

Bringing 211 to this region of Indiana has been a lengthy process originally started over two years ago. The 211 Advisory Board was formed in 2007 and is composed of community leaders and professionals from all four counties. The 211 service is an element of economic development that will help attract industry and business to this region.

211 services do not receive federal or state funding; rather the cost of the service must come from local sources. Operating costs are funded by Wayne County, City of Richmond, Rush County/Rushville, Whitewater Valley United Way on behalf of Union County residents and IUE-CWA Local 919 on behalf of Fayette County residents.

An essential and significant start up grant was provided by Wayne County Foundation. Grants to publicize and promote the 211 services have been received from Fayette County Foundation, Rush County Community Foundation, Wayne County Foundation and Asera Hospice Care of Richmond. Development funds were provided by the Area 9 Agency.

Ultimately the 211 service will go through a vigorous national accreditation process by the Alliance of Information and Referral Systems (AIRS).

The local 211 service is hosted by the Area 9 In-Home and Community Services Agency, a program of Indiana University East.

Agencies desiring to be accepted for listing in the local 211 database and anyone desiring additional information should contact David Free, 211 Coordinator, at 765-966-1795 or 800-458-9345 or [dfree@indiana.edu](mailto:dfree@indiana.edu).